We claim:

1. A method for generating response messages to incoming messages by means of a communication system which can be coupled with at least one database, said communication system comprising a switchboard unit, at least one voice input module, and at least one voice output module, said messages comprise one of spoken telephone calls and text messages, and terminals for agents are assigned to said communication system, comprising the steps of:
   - analyzing types and sources of messages incoming to said switchboard unit;
   - linking a type and a source with a respective message,
   - storing said respective message, said type and said source in a first storage area as a standardized address;
   - converting text messages or calls incoming to said at least one voice input module and processed by said voice input module into queries;
   - conveying said queries to said at least one database;
   - generating response messages via said at least one database;
   - storing said response messages in a second storage area;
   - assigning to an agent calls which are not processed or which can not be processed by said voice input module; and
   - sending said response messages to respective sources, said response messages comprising one of text and audio format, said audio format created by conversion of a response message in said at least one voice output module.

2. The method according to claim 1, wherein response messages in audio format are supplemented with fixed speech texts.

3. The method according to claim 1 further comprising the step of storing in said second storage agent response messages created by agents in response to calls assigned to them.

4. The method according to claim 1 wherein said step of converting further comprises the step of determining correct syntax of said text messages before performing said step of converting text messages.

5. The method according to claim 4, further comprising the steps of assigning to an agent or storing in said first storage text messages which cannot be converted in said step of converting.

6. The method according to claim 5, further comprising the step of supplementing text messages stored in said first storage with comment text prior to said step of sending, said comment text dependent upon a result of said converting.

7. The method according to claim 1, further comprising the step of, prior to said step of sending, grouping said response messages in a text preprocessing unit included in said voice output module.

8. The method according to claim 1, further comprising the step of, prior to said step of sending, phonetically supplementing words in said response message when said words are in a foreign language.

9. The method according to claim 1, further comprising the step of, prior to said step of sending, prosodically supplementing words in said response message when said words are in a foreign language.

10. The method according to claim 1, wherein said step of converting further comprises the step of checking semantics

and syntax of said incoming messages and incoming calls with a text output dispatcher included in said at least one voice input module, said step of checking being performed prior to said step of conveying.

11. The method according to claim 1, wherein said step of converting further comprises the step of suppressing noise or correcting deviations in audio levels of incoming messages in an acoustic preprocessing unit included in said voice input module.

12. The method according to claim 1, wherein said step of converting further comprises the step of providing a field in said standardized address which comprises time when a response message was sent in accordance with said step of sending.

13. The method according to claim 1, wherein said step of converting further comprises the steps:

- directing inquires to an external database based upon information contained in incoming message inquiries, said directing being performed by way of an external interface; and
- conveying inquiry response messages to said inquiries to said at least one database and storing said inquiry response messages therein.

14. The method according to claim 13, wherein said inquiries are conveyed to a plurality of external databases or information providers.

15. The method according to claim 13, wherein said step of converting further comprises the step of generating a service on a basis of at least one item of information contained in said stored incoming message, said service initiating said step of sending said response message.

16. The method according to claim 13, wherein said stored incoming message comprises a threshold which is conveyed for inquiry to said external database, and wherein said external database comprises at least one external database.

17. The method according to claim 16, wherein said response message is sent whenever a greater or smaller current value compared with said threshold value has been encountered.

18. A communication system for generating response messages, comprising:

- at least one voice input module;
- at least one voice output module;
- a switchboard unit operable with messages, said messages comprising one of telephone calls and text messages;
- at least one database assigned to said communication system;
- terminals for agents;
- means for storing messages in a first storage area, said messages being incoming by way of said switchboard unit;
- means for switching said incoming messages to one of said at least one voice input module;
- means for conveying inquiries generated by the voice input module to said at least one assigned database;
- means for storing response messages generated by said at least one assigned database in text form and in a second storage area;
- means for assigning messages unprocessed or incapable of processing by said at least one voice input unit to an agent; and
- means for conveying a response message stored in the second storage area directly or by way of a response message converted in said at least one voice output module to a source of said incoming message.

19. The communication system according to claim 18, wherein said at least one voice output module comprises a text preprocessing unit, a speech synthesis unit and a voice output dispatcher.

20. The communication system according to claim 18, wherein said at least one voice input module comprises an acoustic preprocessing unit, a speech recognition unit and a text output dispatcher.

21. The communication system according claims 18, further comprising an interactive machine connected to said switchboard, said machine independently controlling interactive sessions.

22. The communication system according to claim 18, wherein said switchboard unit and/or said at least one voice input module and/or said a least one voice output module is distributed over a plurality of servers connected by way of a network.

23. The communication system according to claim 22, further comprising interfaces with the speech synthesis unit or with the speech recognition unit, said interfaces being designed such that on different servers different speech synthesis units or different speech recognition units can be exchanged with one another on said servers.

24. The communication system according to claim 23, further comprising a server on which a load distribution facility is implemented, said facility comprising means for assigning incoming calls and/or generated inquiries and/or response messages to different servers for processing.

25. The communication system according to claim 18,

wherein said switchboard unit, said at least one voice input module, and said at least one voice output module are each implemented on a server connected to said system by way of a network.

26. The communication system according to claim 18, wherein said switchboard unit is attached by way of an external interface to a network either for connectionless use or for connection-oriented use.

27. The communication system according to claim 26, further comprising means for transferring data to said at least one database by way of said external interface.